

# Town of North Hempstead Service Requests via 311 - by Community

November 2012

City	Department Description	Group Description	Type Description	Count	Response Days
BEthpage	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	1	0
		311 Call Center		1	0
	Supervisor's Office			1	0
	BEthpage			1	0
Glenhead	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	1	0
		311 Call Center		1	0
	Supervisor's Office			1	0
	Glenhead			1	0
Manhasset	Department of Public Works	Highway Department	Hwy - Tree Fallen - Emergency	1	29.0
		Highway Department		1	29.0
	Department of Public Works			1	29.0
	Manhasset			1	29.0
albertson	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	36.0
		Highway Department		1	36.0
	Department of Public Works			1	36.0
	albertson			1	36.0
great neck	Project Independence	Project Independence	PI - Taxi Service	3	0
			PI - Taxi Service Cancellation	1	0
		Project Independence		4	0
	Project Independence			4	0
great neck			4	0	
manhasset	Department of Public Works	Highway Department	Hwy - Tree Trimming / Removal Inspection	1	0
		Highway Department		1	0
	Department of Public Works			1	0
	manhasset			1	0
port washington	Project Independence	Project Independence	PI - Miscellaneous	1	2.0
		Project Independence		1	2.0
	Project Independence			1	2.0
	port washington			1	2.0
roslyn	Project Independence	Project Independence	PI - Health and Mental Health	1	0
		Project Independence		1	0
	Project Independence			1	0
	roslyn			1	0
roslyn heights	Department of Public Works	Highway Department	Hwy - Tree Branch / Debris Pickup	2	0
		Highway Department		2	0
	Department of Public Works			2	0
	roslyn heights			2	0

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City	Department Description	Group Description	Type Description	Count	Response Days
albertson	Department of Public Works	Highway Department	Hwy - Tree Fallen - Emergency	1	0
		Highway Department		1	0
		Department of Public Works		1	0
	albertson			1	0
Roslyn Heights	Project Independence	Project Independence	PI - Miscellaneous	1	0
		Project Independence		1	0
		Project Independence		1	0
	Roslyn Heights			1	0
Unknown	Project Independence	Project Independence	PI - Miscellaneous	1	0
		Project Independence		1	0
		Project Independence		1	0
	Unknown			1	0
ALBERSTON	Department of Public Works	Highway Department	Hwy - Tree Branch / Debris Pickup	1	0
		Highway Department		1	0
		Department of Public Works		1	0
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	1	0
		311 Call Center		1	0
		Supervisor's Office		1	0
ALBERSTON			2	0	
ALBERTSON	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	2.0
		Animal Shelter		1	2.0
		Code Enforcement	Code - Boat	1	16.0
			Code - Building Permit	1	0
			Code - Fence	2	9.5
			Code - Noise	3	6.0
			Code - Property Maintenance	2	14.0
			Code Enforcement		9
		Department of Public Safety		10	8.3
		Department of Public Works	Highway Department	Hwy - Catch Basin	2
	Hwy - Complaint - Highway Employee / Vehicle			1	1.0
	Hwy - Snow and Ice Control			3	0.3
	Hwy - Street Drainage / Flooding			1	0
	Hwy - Street Sign - Repair / Replace			7	13.9
	Hwy - Tree Branch / Debris Pickup			54	0.7
	Hwy - Tree Fallen - Emergency			34	1.4
	Hwy - Tree Planting			1	6.0
	Hwy - Tree Stump Removal			1	0
	Hwy - Tree Trimming / Removal Inspection			29	0
	Highway Department		133	1.4	
	Street Lighting District	Street Light - Fixture Problem	2	36.0	

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City	Department Description	Group Description	Type Description	Count	Response Days
ALBERTSON	Department of Public Works	Street Lighting District	Street Light - Light Out (Single)	21	12.5
			Street Light - Lights Out (Multiple)	4	18.2
			Street Light - Misc Problems	1	7.0
			Street Light - On During Day	4	6.0
			Street Light - Pole Problem	2	10.5
		Street Lighting District	34	13.5	
	Department of Public Works			167	3.9
	Planning and Building Department	Building Department	Bldg - Construction Complaint	1	0
			Bldg - From Transfer	1	7.0
			Bldg - Illegal Housing	1	0
			Bldg - Inspection Request	1	25.0
	Building Department			4	8.0
	Planning and Building Department			4	8.0
	Project Independence	Project Independence	PI - Call Back Request	1	0
			PI - Flu Shot Registration	1	0
			PI - Health and Mental Health	2	0
			PI - Household Maintenance	3	2.0
			PI - Membership Registration	5	0
			PI - Miscellaneous	2	1.5
			PI - Taxi Service	33	0
			PI - Taxi Service Cancellation	1	0
			PI - Transportation/Mobility Mgmt Info	1	0
	Project Independence			49	0.2
	Project Independence			49	0.2
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	1	1.0
		Solid Waste Management		1	1.0
	Solid Waste Management			1	1.0
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	20	0
		311 Call Center		20	0
	Supervisor's Office			20	0
ALBERTSON				251	3.1
AMITIY HARBOR	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	0
		Animal Shelter		1	0
	Department of Public Safety			1	0
AMITIY HARBOR				1	0
AOLBERTSON	Department of Public Works	Street Lighting District	Street Light - Pole Problem	1	6.0
		Street Lighting District		1	6.0
	Department of Public Works			1	6.0
AOLBERTSON				1	6.0

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City	Department Description	Group Description	Type Description	Count	Response Days
BAXTER ESTATES	Department of Public Works	Highway Department	Hwy - Tree Fallen - Emergency	1	0
		Highway Department		1	0
		Street Lighting District	Street Light - Mark Out	1	25.0
		Street Lighting District		1	25.0
	Department of Public Works			2	12.5
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	1.0
		Inter Municipal Affairs		1	1.0
	Inter Municipal Affairs			1	1.0
	Project Independence	Project Independence	PI - Flu Shot Registration	1	0
			PI - Health and Mental Health	1	1.0
			PI - Household Maintenance	1	0
			PI - Membership Registration	2	0
			PI - Miscellaneous	1	0
			PI - Taxi Service	4	0
			PI - Transportation/Mobility Mgmt Info	1	0
		Project Independence		11	0.1
	Project Independence			11	0.1
BAXTER ESTATES			14	1.9	
CARLE PLACE	Adminstrative Services	Adminstrative Services	Adm Svc - Green Team	1	18.0
		Adminstrative Services		1	18.0
	Adminstrative Services			1	18.0
	Department of Public Safety	Code Enforcement	Code - After Hours/Weekend Construction	1	5.0
			Code - Dumpster	2	6.0
			Code - Property Maintenance	3	11.7
			Code - Signs	2	0
			Code - Tree Removal	1	7.0
		Code Enforcement		9	6.6
		Parking Enforcement	Prkg Enfrc - Commercial Parking	1	11.0
			Prkg Enfrc - Parking Violations Complaint	2	6.5
		Parking Enforcement		3	8.0
	Department of Public Safety			12	6.9
	Department of Public Works	Highway Department	Hwy - Curb Repair	1	0
			Hwy - Miscellaneous	1	7.0
			Hwy - Snow and Ice Control	2	0.5
			Hwy - Street Sign - New Request	1	0
Hwy - Street Sign - Repair / Replace			9	1.4	
Hwy - Tree Branch / Debris Pickup			35	1.8	
Hwy - Tree Fallen - Emergency			32	1.2	
Hwy - Tree Planting			1	0	

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City	Department Description	Group Description	Type Description	Count	Response Days		
CARLE PLACE	Department of Public Works	Highway Department	Hwy - Tree Stump Removal	6	0		
			Hwy - Tree Trimming / Removal Inspection	26	0.6		
		Highway Department			114	1.2	
		Street Lighting District	Street Light - Cycles On / Off	2	6.5		
			Street Light - Fixture Problem	3	2.0		
			Street Light - Light Out (Single)	9	7.9		
			Street Light - Lights Out (Multiple)	12	8.8		
			Street Light - Mark Out	6	8.2		
			Street Light - On During Day	3	4.0		
			Street Light - Pole Problem	1	6.0		
			Street Lighting District			36	7.3
		Department of Public Works			150	2.7	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	3	0.3		
		Inter Municipal Affairs			3	0.3	
	Inter Municipal Affairs			3	0.3		
	Parks and Recreation Department	Parks and Recreation Department	Park - Miscellaneous	1	7.0		
			Parks and Recreation Department			1	7.0
	Parks and Recreation Department			1	7.0		
	Project Independence	Project Independence	Project Independence	PI - Call Back Request	1	0	
				PI - Financial Assistance	1	0	
				PI - Membership Registration	1	0	
				PI - Miscellaneous	1	0	
				PI - Taxi Service	7	0	
				PI - Transportation/Mobility Mgmt Info	1	0	
		Project Independence			12	0	
		Project Independence			12	0	
		Supervisor's Office	311 Call Center	311 - LIPA Power Outage	9	0	
			311 Call Center			9	0
			Supervisor's Office	SupV - Thank You from Constituent	2	0	
			Supervisor's Office			2	0
	Supervisor's Office			11	0		
CARLE PLACE			190	2.7			
E WILLISTON	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	0		
		Highway Department			1	0	
	Department of Public Works			1	0		
E WILLISTON			1	0			
EAST HILLS	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	1	3.0		
		Animal Shelter			1	3.0	

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City	Department Description	Group Description	Type Description	Count	Response Days
EAST HILLS	Department of Public Safety	Code Enforcement	Code - Licensing	2	1.0
		Code Enforcement		2	1.0
		Department of Public Safety			3
	Department of Public Works	Highway Department	Hwy - Tree Branch / Debris Pickup	1	1.0
			Hwy - Tree Fallen - Emergency	3	1.3
			Hwy - Tree Stump Removal	1	1.0
			Hwy - Tree Trimming / Removal Inspection	2	0
		Highway Department		7	0.9
		Department of Public Works			7
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	1.0
			OIC - Inter Municipal SR	13	0.9
		Inter Municipal Affairs		14	0.9
	Inter Municipal Affairs			14	0.9
	Project Independence	Project Independence	PI - Call Back Request	2	1.0
			PI - Food and Hunger	1	0
			PI - Health and Mental Health	2	2.0
			PI - Household Maintenance	1	1.0
			PI - Miscellaneous	1	0
			PI - Taxi Service	34	0
			PI - Taxi Service Cancellation	4	0
		Project Independence		45	0.2
	Project Independence			45	0.2
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	8	0
		311 Call Center		8	0
		Supervisor's Office	SupV - Airplane	1	0
			SupV - Thank You from Constituent	1	0
		Supervisor's Office		2	0
	Supervisor's Office			10	0
EAST HILLS				79	0.4
EAST NORTHPORT	Project Independence	Project Independence	PI - Transportation/Mobility Mgmt Info	1	0
		Project Independence		1	0
	Project Independence			1	0
EAST NORTHPORT				1	0
EAST ROCKAWAY	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	1	0
		311 Call Center		1	0
	Supervisor's Office			1	0
EAST ROCKAWAY				1	0
EAST WILLISTON	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	3.0
		Animal Shelter		1	3.0

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City	Department Description	Group Description	Type Description	Count	Response Days
EAST WILLISTON	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	1	5.0
		Cat Shelter		1	5.0
		Department of Public Safety			2
	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	0
			Hwy - Tree Branch / Debris Pickup	2	0
			Hwy - Tree Fallen - Emergency	2	6.0
			Hwy - Tree Trimming / Removal Inspection	1	5.0
		Highway Department		6	2.8
	Department of Public Works			6	2.8
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	7.0
		Inter Municipal Affairs		1	7.0
	Inter Municipal Affairs			1	7.0
	Project Independence	Project Independence	PI - Health and Mental Health	2	0
			PI - Household Maintenance	1	3.0
			PI - Membership Registration	2	0
			PI - Taxi Service	3	0
		Project Independence		8	0.4
	Project Independence			8	0.4
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	5	0
		311 Call Center		5	0
	Supervisor's Office			5	0
EAST WILLISTON				22	1.6
ELMONT	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	1	0
		311 Call Center		1	0
	Supervisor's Office			1	0
ELMONT				1	0
FLORAL PARK	Community Services	Community Services	CommSvc - Misc SR	1	17.0
		Community Services		1	17.0
	Community Services			1	17.0
	Department of Public Safety	Parking Enforcement	Prkg Enfrc - Commercial Parking	1	8.0
		Parking Enforcement		1	8.0
	Department of Public Safety			1	8.0
	Department of Public Works	Highway Department	Hwy - Tree Branch / Debris Pickup	2	37.5
			Hwy - Tree Fallen - Emergency	1	11.0
			Hwy - Tree Trimming / Removal Inspection	2	0
		Highway Department		5	17.2
	Department of Public Works			5	17.2
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	1.0
		Inter Municipal Affairs		1	1.0
	Inter Municipal Affairs			1	1.0
	Project Independence	Project Independence	PI - Health and Mental Health	1	0

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City	Department Description	Group Description	Type Description	Count	Response Days	
FLORAL PARK	Project Independence	Project Independence	PI - Membership Registration	2	0	
			PI - No Heat emergency (Excl HA)	1	0	
			PI - Taxi Service	13	0	
			PI - Taxi Service Cancellation	1	0	
		Project Independence			18	0
	Project Independence			18	0	
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	1	0	
		311 Call Center		1	0	
	Supervisor's Office			1	0	
FLORAL PARK				27	4.1	
FLORAL PARK CEN	Department of Public Works	Highway Department	Hwy - Tree Fallen - Emergency	2	0	
		Highway Department		2	0	
	Department of Public Works			2	0	
FLORAL PARK CEN				2	0	
FLORAL PARK CENTER	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	0	
		Highway Department		1	0	
	Department of Public Works			1	0	
FLORAL PARK CENTER				1	0	
FLORAL PARK CENTRE	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	1	10.0	
		Cat Shelter		1	10.0	
		Code Enforcement	Code - Garbage	1	7.0	
		Code Enforcement		1	7.0	
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	6.0	
		Parking Enforcement		1	6.0	
	Department of Public Safety			3	7.7	
	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	2	3.5	
			Hwy - Tree Branch / Debris Pickup	7	0	
			Hwy - Tree Fallen - Emergency	7	1.0	
			Hwy - Tree Trimming / Removal Inspection	3	0	
		Highway Department			19	0.7
		Street Lighting District	Street Light - Light Out (Single)	2	3.5	
			Street Light - On During Day	1	5.0	
		Street Lighting District			3	4.0
	Department of Public Works			22	1.2	
	Planning and Building Department	Building Department	Bldg - Illegal Housing	1	0	
		Building Department		1	0	
	Planning and Building Department			1	0	



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FLORAL PARK CENTRE	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	3	0
		311 Call Center		3	0
	Supervisor's Office			3	0
	FLORAL PARK CENTRE			29	1.7
FLORAL PARK CTR	Department of Public Works	Highway Department	Hwy - Tree Stump Removal	1	0
		Highway Department		1	0
	Department of Public Works			1	0
FLORAL PARK CTR				1	0
FLOWER HILL	Department of Public Works	Highway Department	Hwy - Snow and Ice Control	1	1.0
			Hwy - Tree Branch / Debris Pickup	1	7.0
			Hwy - Tree Fallen - Emergency	2	9.5
		Highway Department		4	6.8
		Street Lighting District	Street Light - Mark Out	2	0
		Street Lighting District		2	0
		Department of Public Works			6
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	7	0.3
		Inter Municipal Affairs		7	0.3
	Inter Municipal Affairs			7	0.3
	Project Independence	Project Independence	PI - Food and Hunger	1	0
			PI - Health and Mental Health	1	0
			PI - Membership Registration	3	0
			PI - Taxi Service	9	0
			PI - Taxi Service Cancellation	1	0
		Project Independence		15	0
	Project Independence			15	0
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	8	0
		311 Call Center		8	0
	Supervisor's Office			8	0
FLOWER HILL				36	0.8
FORAL PARK CENTRE	Department of Public Works	Street Lighting District	Street Light - On During Day	1	5.0
		Street Lighting District		1	5.0
	Department of Public Works			1	5.0
FORAL PARK CENTRE				1	5.0
GARDEN CITY	Department of Public Works	Highway Department	Hwy - Tree Fallen - Emergency	2	0.5
		Highway Department		2	0.5
	Department of Public Works			2	0.5
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	1.0
		Inter Municipal Affairs		1	1.0
Inter Municipal Affairs			1	1.0	

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City	Department Description	Group Description	Type Description	Count	Response Days
GARDEN CITY	Project Independence	Project Independence	PI - Health and Mental Health	1	0
			PI - Taxi Service	7	0
			PI - Taxi Service Cancellation	3	0
		Project Independence		11	0
	Project Independence			11	0
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	2	0
		311 Call Center		2	0
	Supervisor's Office			2	0
GARDEN CITY				16	0.1
GARDEN CITY PARK	Community Services	Community Services	CommSvc - Bus Pickup Cancel	1	3.0
			CommSvc - Bus Pickup Schedule	2	6.0
		Community Services		3	5.0
	Community Services			3	5.0
	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	1	0
		Animal Shelter		1	0
		Code Enforcement	Code - Fence	1	5.0
			Code - Leaves Accumulation	1	1.0
			Code - Miscellaneous	1	9.0
			Code - Property Maintenance	2	2.0
			Code - Unlawful Property Use	1	2.0
		Code Enforcement		6	3.5
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	1.0
	Parking Enforcement		1	1.0	
	Department of Public Safety			8	2.8
	Department of Public Works	Highway Department	Hwy - Catch Basin	1	0
			Hwy - Complaint - Highway Employee / Vehicle	1	1.0
			Hwy - Dead Animal Pickup	1	0
			Hwy - Miscellaneous	3	1.3
			Hwy - Plow Damage	1	0
			Hwy - Pothole	1	11.0
			Hwy - Snow and Ice Control	1	0
			Hwy - Sprinkler Damage	1	0
Hwy - Street Sign - New Request			1	0	
Hwy - Street Sign - Repair / Replace			15	0.7	
Hwy - Tree Branch / Debris Pickup			75	1.3	
Hwy - Tree Fallen - Emergency			62	0.6	
Hwy - Tree Planting			1	0	
Hwy - Tree Trimming / Removal Inspection			40	0	
Highway Department		204	0.8		
Street Lighting District	Street Light - Cycles On / Off	2	16.0		

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City	Department Description	Group Description	Type Description	Count	Response Days
GARDEN CITY PARK	Department of Public Works	Street Lighting District	Street Light - Fixture Problem	1	4.0
			Street Light - Light Out (Single)	7	9.7
			Street Light - Lights Out (Multiple)	12	6.6
			Street Light - Mark Out	1	0
			Street Light - Misc Problems	1	2.0
			Street Light - On During Day	2	20.5
		Street Lighting District		26	8.7
	Department of Public Works			230	1.7
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	6	0.8
		Inter Municipal Affairs		6	0.8
	Inter Municipal Affairs			6	0.8
	Planning and Building Department	Building Department	Bldg - Illegal Housing	3	0
		Building Department		3	0
	Planning and Building Department			3	0
	Project Independence	Project Independence	PI - Call Back Request	1	3.0
			PI - Caregiver Support	1	7.0
			PI - Flu Shot Registration	4	0
			PI - Health and Mental Health	2	13.0
			PI - Membership Registration	6	0
			PI - Miscellaneous	2	0
			PI - Program Registration	2	0.5
			PI - Taxi Service	55	0.4
			PI - Taxi Service Cancellation	4	0
		Project Independence		77	0.8
	Project Independence			77	0.8
	Solid Waste Management	Solid Waste Management	SWMA - Garbage Not Picked Up	1	0
		Solid Waste Management		1	0
	Solid Waste Management			1	0
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	15	0
		311 Call Center		15	0
	Supervisor's Office			15	0
GARDEN CITY PARK				343	1.4
GLENWOOD LANDING	Department of Public Works	Highway Department	Hwy - Tree Fallen - Emergency	1	0
			Hwy - Tree Trimming / Removal Inspection	1	0
		Highway Department		2	0
	Department of Public Works			2	0
GLENWOOD LANDING				2	0
GREY NECK	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
GREY NECK				1	0

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City	Department Description	Group Description	Type Description	Count	Response Days
GREAT NECK	Community Services	Community Services	CommSvc - Bus Pickup Cancel	1	4.0
			CommSvc - Bus Pickup Schedule	1	0
			CommSvc - Misc SR	1	2.0
		<b>Community Services</b>		<b>3</b>	<b>2.0</b>
	<b>Community Services</b>			<b>3</b>	<b>2.0</b>
	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	4.0
			Animal Sh - Menacing or Harrassing Dog	1	2.0
		<b>Animal Shelter</b>		<b>2</b>	<b>3.0</b>
		Cat Shelter	Cat Shelter - Feral Cats	2	3.0
				<b>2</b>	<b>3.0</b>
		Code Enforcement	Code - After Hours/Weekend Construction	1	1.0
			Code - Court	1	0
			Code - Miscellaneous	2	12.0
			Code - Noise	2	3.0
			Code - Property Maintenance	3	12.3
			Code - Signs	2	1.0
			Code - Tree Removal	1	6.0
		<b>Code Enforcement</b>		<b>12</b>	<b>6.3</b>
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	2	13.0
		<b>Parking Enforcement</b>		<b>2</b>	<b>13.0</b>
		<b>Department of Public Safety</b>		<b>18</b>	<b>6.3</b>
	Department of Public Works	Highway Department	Hwy - Catch Basin	2	0
			Hwy - Curb Repair	3	14.3
			Hwy - Miscellaneous	2	0
			Hwy - Pothole	1	7.0
			Hwy - Snow and Ice Control	3	0.3
			Hwy - Street Sign - Repair / Replace	10	6.3
			Hwy - Street Sweeping / Cleaning	1	1.0
			Hwy - Tree Branch / Debris Pickup	71	9.5
			Hwy - Tree Fallen - Emergency	90	19.3
			Hwy - Tree Stump Removal	6	0
			Hwy - Tree Trimming / Removal Inspection	33	0.2
		<b>Highway Department</b>		<b>222</b>	<b>11.4</b>
		Street Lighting District	Street Light - Cycles On / Off	1	0
			Street Light - Fixture Problem	5	12.2
			Street Light - Light Out (Single)	14	9.6
			Street Light - Lights Out (Multiple)	25	7.8
			Street Light - Mark Out	2	8.0
			Street Light - Misc Problems	2	21.5

# **Town of North Hempstead Service Requests via 311 - by Community**

November 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
GREAT NECK	Department of Public Works	Street Lighting District	Street Light - On During Day	1	0	
			Street Light - Pole Problem	1	0	
		Street Lighting District			51	8.8
		Department of Public Works			273	10.9
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	10	0.7	
		Inter Municipal Affairs			10	0.7
	Inter Municipal Affairs			10	0.7	
	Planning and Building Department	Building Department	Bldg - Certificate Status	1	0	
			Bldg - Construction Complaint	2	0	
			Bldg - Housing Complaint	1	4.0	
			Bldg - Suspect Work Without a Permit	1	2.0	
		Building Department			5	1.2
	Planning and Building Department			5	1.2	
	Project Independence	Project Independence	PI - Call Back Request	3	11.7	
			PI - Caregiver Support	1	0	
			PI - Flu Shot Registration	1	0	
			PI - Health and Mental Health	22	0.3	
			PI - Household Maintenance	1	1.0	
			PI - Membership Registration	8	0	
			PI - Miscellaneous	12	2.6	
			PI - No Heat emergency (Excl HA)	1	5.0	
			PI - Program Registration	3	1.0	
			PI - Taxi Service	125	0.1	
			PI - Taxi Service Cancellation	17	0	
			PI - Taxi Service Complaint	2	5.0	
			PI - Transportation/Mobility Mgmt Info	2	0	
		Project Independence			198	0.5
	Project Independence			198	0.5	
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	1	0	
		Solid Waste Management			1	0
	Solid Waste Management			1	0	
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	57	0	
		311 Call Center			57	0
		Supervisor's Office	SupV - Helicopter	4	0	
		Supervisor's Office			4	0
	Supervisor's Office			61	0	
	GREAT NECK				569	5.6
	GREAT NECK ESTATES	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	0
			Animal Shelter			1

# Town of North Hempstead Service Requests via 311 - by Community

November 2012

City	Department Description	Group Description	Type Description	Count	Response Days
GREAT NECK ESTATES	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	1	2.0
		Cat Shelter		1	2.0
		Department of Public Safety		2	1.0
	Department of Public Works	Highway Department	Hwy - Tree Branch / Debris Pickup	1	27.0
		Highway Department		1	27.0
		Department of Public Works		1	27.0
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	2	1.0
		Inter Municipal Affairs		2	1.0
		Inter Municipal Affairs		2	1.0
	Parks and Recreation Department	Parks and Recreation Department	Park - From Transfer	1	18.0
		Parks and Recreation Department		1	18.0
		Parks and Recreation Department		1	18.0
	Project Independence	Project Independence	PI - Miscellaneous	2	0
			PI - Taxi Service	14	0
		Project Independence		16	0
		Project Independence		16	0
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	3	0
		311 Call Center		3	0
		Supervisor's Office		3	0
GREAT NECK ESTATES				25	2.0
GREAT NECK GARDEN	Department of Public Works	Highway Department	Hwy - Tree Fallen - Emergency	1	0
		Highway Department		1	0
	Department of Public Works		1	0	
GREAT NECK GARDEN				1	0
GREAT NECK PLAZA	Department of Public Safety	Animal Shelter	Animal Sh - Barking Dog	1	4.0
			Animal Sh - Misc	1	25.0
		Animal Shelter		2	14.5
	Department of Public Safety		2	14.5	
	Department of Public Works	Highway Department	Hwy - Snow and Ice Control	1	1.0
			Hwy - Tree Fallen - Emergency	5	1.4
		Highway Department		6	1.3
		Street Lighting District	Street Light - Mark Out	2	1.5
		Street Lighting District		2	1.5
	Department of Public Works		8	1.4	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	3	0.7
		Inter Municipal Affairs		3	0.7
		Inter Municipal Affairs		3	0.7
	Project Independence	Project Independence	PI - Call Back Request	2	0
			PI - Caregiver Support	1	5.0
			PI - Health and Mental Health	8	3.8

# **Town of North Hempstead Service Requests via 311 - by Community**

November 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
GREAT NECK PLAZA	Project Independence	Project Independence	PI - Membership Registration	10	0	
			PI - Miscellaneous	4	0	
			PI - No Heat emergency (Excl HA)	1	0	
			PI - Program Registration	2	2.0	
			PI - Taxi Service	91	0.1	
			PI - Taxi Service Cancellation	11	0	
			PI - Taxi Service Complaint	1	0	
			PI - Transportation/Mobility Mgmt Info	5	0	
	Project Independence			136	0.4	
	Project Independence			136	0.4	
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	6	0	
		311 Call Center		6	0	
		Supervisor's Office	SupV - Airplane	1	0	
		Supervisor's Office		1	0	
	Supervisor's Office			7	0	
GREAT NECK PLAZA				156	0.6	
GREENVALE	Department of Public Safety	Code Enforcement	Code - After Hours/Weekend Construction	1	0	
			Code - Court	2	0	
			Code - Lights	1	10.0	
			Code - Signs	1	0	
			Code - Tree Removal	1	0	
		Code Enforcement		6	1.7	
	Department of Public Safety			6	1.7	
	Department of Public Works	Highway Department	Hwy - Tree Branch / Debris Pickup	5	0	
			Hwy - Tree Fallen - Emergency	6	0	
			Hwy - Tree Trimming / Removal Inspection	1	0	
		Highway Department			12	0
		Street Lighting District	Street Light - Cycles On / Off	1	0	
			Street Light - Light Out (Single)	1	0	
			Street Light - Lights Out (Multiple)	1	0	
			Street Light - On During Day	1	0	
		Street Lighting District			4	0
	Department of Public Works			16	0	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0	
		Inter Municipal Affairs		1	0	
	Inter Municipal Affairs			1	0	
	Project Independence	Project Independence	PI - Health and Mental Health	1	0	
		Project Independence		1	0	
	Project Independence			1	0	

# **Town of North Hempstead Service Requests via 311 - by Community**

November 2012

City	Department Description	Group Description	Type Description	Count	Response Days
GREENVALE	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	3	0
		311 Call Center		3	0
	Supervisor's Office			3	0
	GREENVALE			27	0.4
Great Neck	Department of Public Works	Highway Department	Hwy - Tree Branch / Debris Pickup	1	1.0
		Highway Department		1	1.0
	Department of Public Works			1	1.0
Great Neck				1	1.0
Great neck	Department of Public Works	Highway Department	Hwy - Tree Fallen - Emergency	1	0
		Highway Department		1	0
	Department of Public Works			1	0
Great neck				1	0
HARBOR HILLS	Department of Public Works	Highway Department	Hwy - Tree Fallen - Emergency	1	35.0
		Highway Department		1	35.0
	Department of Public Works			1	35.0
HARBOR HILLS				1	35.0
HERRICKS	Community Services	Community Services	CommSvc - Bus Pickup Cancel	1	6.0
			CommSvc - Bus Pickup Schedule	1	4.0
		Community Services		2	5.0
		Community Services			2
	Department of Public Safety	Code Enforcement	Code - Miscellaneous	1	6.0
		Code Enforcement		1	6.0
		Parking Enforcement	Prkg Enfrc - Commercial Parking	1	4.0
		Parking Enforcement		1	4.0
	Department of Public Safety			2	5.0
	Department of Public Works	Highway Department	Hwy - Miscellaneous	1	1.0
			Hwy - Snow and Ice Control	1	0
			Hwy - Sprinkler Damage	1	0
			Hwy - Street Sign - New Request	1	0
			Hwy - Street Sign - Repair / Replace	5	0
			Hwy - Street Sweeping / Cleaning	1	1.0
			Hwy - Tree Branch / Debris Pickup	37	0
			Hwy - Tree Fallen - Emergency	39	20.4
			Hwy - Tree Stump Removal	3	0
			Hwy - Tree Trimming / Removal Inspection	19	1.9
		Highway Department		108	7.7
		Street Lighting District	Street Light - Cycles On / Off	1	35.0
			Street Light - Fixture Problem	7	9.9
			Street Light - Light Out (Single)	15	13.1
	Street Light - Lights Out (Multiple)		9	16.0	
	Street Light - Mark Out		10	13.3	



# Town of North Hempstead Service Requests via 311 - by Community

November 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
HERRICKS	Department of Public Works	Street Lighting District	Street Light - Misc Problems	1	27.0	
			Street Light - On During Day	3	9.7	
			Street Light - Pole Problem	3	4.3	
		Street Lighting District			49	13.2
	Department of Public Works			157	9.4	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0	
		Inter Municipal Affairs			1	0
	Inter Municipal Affairs			1	0	
	Project Independence	Project Independence	PI - Flu Shot Registration	1	0	
			PI - Food and Hunger	1	0	
			PI - Health and Mental Health	3	2.3	
			PI - Household Maintenance	2	7.0	
			PI - Miscellaneous	1	2.0	
			PI - Program Registration	1	0	
			PI - Taxi Service	16	0	
			PI - Taxi Service Cancellation	3	0	
		Project Independence			28	0.8
	Project Independence			28	0.8	
	Solid Waste Management	Solid Waste Management	SWMA - Garbage Not Picked Up	1	1.0	
		Solid Waste Management			1	1.0
	Solid Waste Management			1	1.0	
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	10	0	
		311 Call Center			10	0
		Supervisor's Office	SupV - Thank You from Constituent	1	0	
		Supervisor's Office			1	0
	Supervisor's Office			11	0	
HERRICKS				202	7.5	
HICKSVILLE	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	4.0	
		Animal Shelter			1	4.0
	Department of Public Safety			1	4.0	
HICKSVILLE				1	4.0	
HUNTINGTON	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	4.0	
		Animal Shelter			1	4.0
	Department of Public Safety			1	4.0	
HUNTINGTON				1	4.0	
KENSINGTON	Department of Public Works	Highway Department	Hwy - Tree Branch / Debris Pickup	1	0	
			Hwy - Tree Fallen - Emergency	1	7.0	
		Highway Department			2	3.5
	Department of Public Works			2	3.5	

# **Town of North Hempstead Service Requests via 311 - by Community**

November 2012

City	Department Description	Group Description	Type Description	Count	Response Days
KENSINGTON	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	2	0
		Inter Municipal Affairs		2	0
	Inter Municipal Affairs			2	0
	Project Independence	Project Independence	PI - Caregiver Support	1	2.0
			PI - Health and Mental Health	1	26.0
			PI - Membership Registration	1	0
			PI - Taxi Service	13	0
		Project Independence		16	1.8
	Project Independence			16	1.8
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	2	0
		311 Call Center		2	0
	Supervisor's Office			2	0
KENSINGTON				22	1.6
KINGS POINT	Department of Public Safety	Animal Shelter	Animal Sh - Menacing or Harrassing Dog	1	8.0
		Animal Shelter		1	8.0
	Department of Public Safety			1	8.0
	Department of Public Works	Highway Department	Hwy - Tree Fallen - Emergency	1	1.0
		Highway Department		1	1.0
	Department of Public Works			1	1.0
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	4	0.8
		Inter Municipal Affairs		4	0.8
	Inter Municipal Affairs			4	0.8
	Project Independence	Project Independence	PI - Health and Mental Health	1	0
			PI - Taxi Service	9	0
			PI - Taxi Service Complaint	1	0
		Project Independence		11	0
	Project Independence			11	0
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	2	0
		311 Call Center		2	0
	Supervisor's Office			2	0
KINGS POINT				19	0.6
LAKE SUCCESS	Department of Public Works	Highway Department	Hwy - Tree Fallen - Emergency	1	1.0
		Highway Department		1	1.0
	Department of Public Works			1	1.0
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	2	0.5
		Inter Municipal Affairs		2	0.5
	Inter Municipal Affairs			2	0.5

# Town of North Hempstead Service Requests via 311 - by Community

November 2012

City	Department Description	Group Description	Type Description	Count	Response Days
LAKE SUCCESS	Project Independence	Project Independence	PI - Miscellaneous	2	0
		<b>Project Independence</b>		<b>2</b>	<b>0</b>
	<b>Project Independence</b>			<b>2</b>	<b>0</b>
	<b>LAKE SUCCESS</b>			<b>5</b>	<b>0.4</b>
LAURELL HOLLOW	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	1.0
		<b>Animal Shelter</b>		<b>1</b>	<b>1.0</b>
	<b>Department of Public Safety</b>			<b>1</b>	<b>1.0</b>
	<b>LAURELL HOLLOW</b>			<b>1</b>	<b>1.0</b>
LEVITTOWN	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	3.0
		<b>Animal Shelter</b>		<b>1</b>	<b>3.0</b>
	<b>Department of Public Safety</b>			<b>1</b>	<b>3.0</b>
	<b>LEVITTOWN</b>			<b>1</b>	<b>3.0</b>
LONG BEACH	Project Independence	Project Independence	PI - Health and Mental Health	1	0
		<b>Project Independence</b>		<b>1</b>	<b>0</b>
	<b>Project Independence</b>			<b>1</b>	<b>0</b>
	<b>LONG BEACH</b>			<b>1</b>	<b>0</b>
MANHASSET	Department of Public Safety	Animal Shelter	Animal Sh - Dog Defecation	1	24.0
			Animal Sh - Unleashed - Stray Dog	2	12.0
		<b>Animal Shelter</b>		<b>3</b>	<b>16.0</b>
		Code Enforcement	Code - After Hours/Weekend Construction	2	3.5
			Code - Court	1	0
			Code - Dumpster	2	0
			Code - Garbage	1	8.0
			Code - Leaves Accumulation	1	0
			Code - Licensing	2	18.0
			Code - Noise	2	37.0
			Code - Property Maintenance	2	3.5
			Code - Signs	1	11.0
		<b>Code Enforcement</b>		<b>14</b>	<b>10.2</b>
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	3	9.3
		<b>Parking Enforcement</b>		<b>3</b>	<b>9.3</b>
	<b>Department of Public Safety</b>			<b>20</b>	<b>11.0</b>
	Department of Public Works	Highway Department	Hwy - Catch Basin	1	0
			Hwy - Complaint - Highway Employee / Vehicle	2	3.5
			Hwy - Dead Animal Pickup	1	6.0
			Hwy - Miscellaneous	6	1.3
			Hwy - Plow Damage	1	5.0
			Hwy - Pothole	3	3.7
			Hwy - Snow and Ice Control	3	0.3
			Hwy - Street Drainage / Flooding	1	0

# Town of North Hempstead Service Requests via 311 - by Community

November 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
MANHASSET	Department of Public Works	Highway Department	Hwy - Street Sign - New Request	2	0	
			Hwy - Street Sign - Repair / Replace	12	6.6	
			Hwy - Street Sweeping / Cleaning	2	0	
			Hwy - Tree Branch / Debris Pickup	88	6.5	
			Hwy - Tree Fallen - Emergency	102	7.0	
			Hwy - Tree Planting	1	0	
			Hwy - Tree Stump Removal	13	0	
			Hwy - Tree Trimming / Removal Inspection	64	0.1	
		Highway Department			302	4.7
		Street Lighting District	Street Light - Cycles On / Off	1	15.0	
			Street Light - Fixture Problem	2	22.0	
			Street Light - Light Out (Single)	17	14.2	
			Street Light - Lights Out (Multiple)	6	11.5	
			Street Light - Mark Out	9	17.2	
			Street Light - Misc Problems	1	0	
			Street Light - On During Day	4	25.5	
			Street Light - Pole Problem	3	3.0	
		Street Lighting District			43	14.8
		Department of Public Works			345	5.9
		Housing Authority	Housing Authority	Housing - Appliance	1	6.0
	Housing - Misc SR			1	5.0	
	Housing - Plumbing			2	1.5	
	Housing Authority			4	3.5	
	Housing Authority			4	3.5	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	2.0	
			OIC - Inter Municipal SR	4	1.0	
		Inter Municipal Affairs			5	1.2
	Inter Municipal Affairs			5	1.2	
	Planning and Building Department	Building Department	Bldg - Application Status	1	7.0	
			Bldg - Construction Complaint	1	0	
			Bldg - Suspect Work Without a Permit	3	4.3	
		Building Department			5	4.0
	Planning and Building Department			5	4.0	
Project Independence	Project Independence	PI - Flu Shot Registration	1	0		
		PI - Food and Hunger	3	0		
		PI - Health and Mental Health	8	0		
		PI - Household Maintenance	2	0		
		PI - Membership Registration	2	0		
		PI - Miscellaneous	11	1.5		
		PI - No Heat emergency (Excl HA)	1	1.0		
		PI - Program Registration	1	1.0		

# Town of North Hempstead Service Requests via 311 - by Community

November 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
MANHASSET	Project Independence	Project Independence	PI - Taxi Service	48	0	
			PI - Taxi Service Cancellation	5	0	
			PI - Taxi Service Complaint	1	1.0	
			PI - Transportation/Mobility Mgmt Info	1	0	
		Project Independence		84	0.2	
	Project Independence			84	0.2	
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	1	0	
			SWMA - Garbage Not Picked Up	1	0	
		Solid Waste Management		2	0	
	Solid Waste Management			2	0	
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	47	0	
		311 Call Center		47	0	
		Supervisor's Office	SupV - Airplane	1	0	
			SupV - Complaint - Other Employee	1	3.0	
			SupV - Helicopter	2	0	
			SupV - Thank You from Constituent	1	0	
		Supervisor's Office		5	0.6	
	Supervisor's Office			52	0.1	
MANHASSET			517	4.5		
MANHASSET	Department of Public Works	Street Lighting District	Street Light - On During Day	1	10.0	
		Street Lighting District		1	10.0	
	Department of Public Works			1	10.0	
MANHASSET			1	10.0		
MANHASSET HILLS	Department of Public Works	Highway Department	Hwy - Dead Animal Pickup	1	4.0	
			Hwy - Street Sign - Repair / Replace	1	18.0	
			Hwy - Tree Branch / Debris Pickup	4	0	
			Hwy - Tree Fallen - Emergency	6	36.5	
			Hwy - Tree Trimming / Removal Inspection	2	0	
		Highway Department		14	17.2	
		Street Lighting District	Street Light - Light Out (Single)	1	15.0	
			Street Light - Lights Out (Multiple)	1	24.0	
			Street Light - Mark Out	3	28.3	
			Street Light - Pole Problem	1	2.0	
		Street Lighting District		6	21.0	
		Department of Public Works			20	18.4
		Project Independence	Project Independence	PI - Health and Mental Health	1	0
			Project Independence		1	0
	Project Independence			1	0	
MANHASSET HILLS			21	17.5		

# Town of North Hempstead Service Requests via 311 - by Community

November 2012

City	Department Description	Group Description	Type Description	Count	Response Days
MANHASSETHILLS	Department of Public Works	Highway Department	Hwy - Tree Branch / Debris Pickup	1	0
		Highway Department		1	0
	Department of Public Works			1	0
	MANHASSETHILLS			1	0
MANOHAVEN	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
	MANOHAVEN			1	0
MANORHAVEN	Community Services	Community Services	CommSvc - Bus Pickup Cancel	1	4.0
			CommSvc - Bus Pickup Schedule	1	0
		Community Services		2	2.0
		Community Services		2	2.0
	Department of Public Works	Highway Department	Hwy - Pothole	1	3.0
			Hwy - Tree Branch / Debris Pickup	1	18.0
		Highway Department		2	10.5
		Department of Public Works			2
	Project Independence	Project Independence	PI - Call Back Request	1	0
			PI - Health and Mental Health	12	0
			PI - Household Maintenance	2	22.5
			PI - Membership Registration	1	0
			PI - Program Registration	1	22.0
			PI - Taxi Service	22	0
			PI - Taxi Service Cancellation	1	0
		Project Independence		40	1.7
	Project Independence			40	1.7
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	2	0
		311 Call Center		2	0
		Supervisor's Office			2
	MANORHAVEN			46	2.0
MINEOLA	Community Services	Community Services	CommSvc - Bus Pickup Schedule	3	1.3
		Community Services		3	1.3
		Community Services		3	1.3
	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	5.0
		Animal Shelter		1	5.0
		Cat Shelter	Cat Shelter - Feral Cats	1	0
		Cat Shelter		1	0
	Department of Public Safety			2	2.5
	Department of Public Works	Highway Department	Hwy - Manhole Repair	1	0
			Hwy - Snow and Ice Control	1	0

# Town of North Hempstead Service Requests via 311 - by Community

November 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
MINEOLA	Department of Public Works	Highway Department	Hwy - Tree Branch / Debris Pickup	2	1.0	
			Hwy - Tree Fallen - Emergency	8	3.1	
		Highway Department			12	2.2
		Street Lighting District	Street Light - Mark Out	1	11.0	
		Street Lighting District			1	11.0
		Department of Public Works			13	2.9
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	2	2.0	
			OIC - Inter Municipal SR	10	0.4	
		Inter Municipal Affairs			12	0.7
	Inter Municipal Affairs			12	0.7	
	Project Independence	Project Independence	PI - Call Back Request	3	1.7	
			PI - Flu Shot Registration	2	0	
			PI - Health and Mental Health	3	0.7	
			PI - Household Maintenance	6	2.0	
			PI - Miscellaneous	10	4.5	
			PI - Program Registration	2	0	
			PI - Taxi Service	67	0	
			PI - Taxi Service Cancellation	5	0	
			PI - Taxi Service Complaint	4	1.2	
		Project Independence			102	0.7
	Project Independence			102	0.7	
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	13	0	
		311 Call Center		13	0	
		Supervisor's Office	SupV - Thank You from Constituent	1	0	
		Supervisor's Office		1	0	
	Supervisor's Office			14	0	
MINEOLA				146	0.8	
MUNSEY PARK	Department of Public Works	Highway Department	Hwy - Tree Branch / Debris Pickup	2	9.5	
			Hwy - Tree Fallen - Emergency	1	2.0	
		Highway Department			3	7.0
		Street Lighting District	Street Light - Light Out (Single)	1	0	
			Street Light - Mark Out	1	0	
		Street Lighting District			2	0
	Department of Public Works			5	4.2	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	2	0.5	
		Inter Municipal Affairs			2	0.5
	Inter Municipal Affairs			2	0.5	

# Town of North Hempstead Service Requests via 311 - by Community

November 2012

City	Department Description	Group Description	Type Description	Count	Response Days
MUNSEY PARK	Project Independence	Project Independence	PI - Flu Shot Registration	1	0
			PI - Program Registration	1	14.0
		Project Independence		2	7.0
		Project Independence		2	7.0
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	1	0
		Solid Waste Management		1	0
	Solid Waste Management		1	0	
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	2	0
		311 Call Center		2	0
		Supervisor's Office		2	0
MUNSEY PARK				12	3.0
N MASSAPEQUA	Planning and Building Department	Building Department	Bldg - Employee Complaint	1	1.0
		Building Department		1	1.0
		Planning and Building Department		1	1.0
N MASSAPEQUA				1	1.0
N NEW HYDE PARK	Department of Public Works	Highway Department	Hwy - Tree Branch / Debris Pickup	2	0
		Highway Department		2	0
		Street Lighting District	Street Light - Mark Out	3	25.7
		Street Lighting District		3	25.7
	Department of Public Works		5	15.4	
N NEW HYDE PARK				5	15.4
NEW CASSEL	Community Services	Community Services	CommSvc - Bus Pickup Cancel	2	0
			CommSvc - Bus Pickup Schedule	2	6.0
		Community Services		4	3.0
		Community Services		4	3.0
	Department of Public Safety	Animal Shelter	Animal Sh - Menacing or Harrassing Dog	1	1.0
		Animal Shelter		1	1.0
		Code Enforcement	Code - Commercial Vehicle stored on Residential Property	2	20.0
			Code - Miscellaneous	2	6.5
			Code - No Plates / Inoperable Vehicle	3	7.0
			Code - Noise	1	3.0
			Code - Odor	1	10.0
			Code - Property Maintenance	1	0
			Code - Unlawful Property Use	2	0
			Code Enforcement		12
		Parking Enforcement	Prkg Enfrc - Commercial Parking	3	13.0
			Prkg Enfrc - Parking Violations Complaint	1	13.0
	Parking Enforcement		4	13.0	
	Department of Public Safety		17	8.2	
	Department of Public Works	Highway Department	Hwy - Miscellaneous	2	0



# Town of North Hempstead Service Requests via 311 - by Community

November 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
NEW CASSEL	Department of Public Works	Highway Department	Hwy - Pothole	2	12.0	
			Hwy - Street Sign - New Request	1	0	
			Hwy - Street Sign - Repair / Replace	10	1.5	
			Hwy - Street Sweeping / Cleaning	1	1.0	
			Hwy - Tree Branch / Debris Pickup	23	0.0	
			Hwy - Tree Fallen - Emergency	36	0.7	
			Hwy - Tree Stump Removal	2	0	
			Hwy - Tree Trimming / Removal Inspection	13	1.8	
		Highway Department		90	1.0	
		Street Lighting District	Street Light - Cycles On / Off	1	3.0	
			Street Light - Fixture Problem	1	0	
			Street Light - Light Out (Single)	5	8.8	
			Street Light - Lights Out (Multiple)	4	4.0	
			Street Light - On During Day	2	12.5	
			Street Light - Pole Problem	1	6.0	
		Street Lighting District		14	6.7	
		Department of Public Works			104	1.8
		Housing Authority	Housing Authority	Housing - Appliance	1	0
				Housing - Misc Carpentry	1	5.0
	Housing - Misc Construction			1	4.0	
	Housing - Plumbing			1	3.0	
	Housing Authority		4	3.0		
	Housing Authority			4	3.0	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0	
		Inter Municipal Affairs		1	0	
	Inter Municipal Affairs			1	0	
	Planning and Building Department	Building Department	Bldg - From Transfer	1	8.0	
			Bldg - Illegal Housing	5	0	
		Building Department		6	1.3	
	Planning and Building Department			6	1.3	
	Project Independence	Project Independence	PI - Call Back Request	1	3.0	
			PI - Financial Assistance	1	5.0	
			PI - Health and Mental Health	1	0	
			PI - Household Maintenance	1	2.0	
			PI - Membership Registration	19	0	
			PI - Miscellaneous	14	0.9	
			PI - Taxi Service	22	0.0	
		Project Independence		59	0.4	
	Project Independence			59	0.4	

# Town of North Hempstead Service Requests via 311 - by Community

November 2012

City	Department Description	Group Description	Type Description	Count	Response Days
NEW CASSEL	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	1	3.0
			SWMA - Garbage Not Picked Up	1	1.0
		Solid Waste Management		2	2.0
		Solid Waste Management		2	2.0
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	9	0
		311 Call Center		9	0
		Supervisor's Office	SupV - Thank You from Constituent	1	0
		Supervisor's Office		1	0
	Supervisor's Office			10	0
	NEW CASSEL			207	1.8
NEW HDYE PARK	Department of Public Works	Highway Department	Hwy - Tree Branch / Debris Pickup	1	0
		Highway Department		1	0
	Department of Public Works			1	0
NEW HDYE PARK			1	0	
NEW HYDE	Department of Public Works	Highway Department	Hwy - Tree Fallen - Emergency	1	0
		Highway Department		1	0
	Department of Public Works			1	0
NEW HYDE			1	0	
NEW HYDE PARD	Department of Public Works	Highway Department	Hwy - Tree Trimming / Removal Inspection	1	0
		Highway Department		1	0
	Department of Public Works			1	0
NEW HYDE PARD			1	0	
NEW HYDE PARK	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	2	0.5
		Animal Shelter		2	0.5
		Code Enforcement	Code - Court	3	0
			Code - Miscellaneous	3	3.0
			Code - Property Maintenance	1	0
			Code - Signs	1	0
		Code Enforcement		8	1.1
	Department of Public Safety			10	1.0
	Department of Public Works	Highway Department	Hwy - Complaint - Highway Employee / Vehicle	2	4.0
			Hwy - Curb Repair	1	0
			Hwy - Miscellaneous	2	0
			Hwy - Street Sign - Repair / Replace	13	1.1
			Hwy - Tree Branch / Debris Pickup	59	0.7
			Hwy - Tree Fallen - Emergency	76	1.5
			Hwy - Tree Planting	1	0
			Hwy - Tree Stump Removal	4	0
Hwy - Tree Trimming / Removal Inspection			36	0	
Highway Department		194	0.9		

# Town of North Hempstead Service Requests via 311 - by Community

November 2012

City	Department Description	Group Description	Type Description	Count	Response Days		
NEW HYDE PARK	Department of Public Works	Street Lighting District	Street Light - Fixture Problem	3	13.7		
			Street Light - Light Out (Single)	13	5.8		
			Street Light - Lights Out (Multiple)	10	4.0		
			Street Light - Mark Out	4	15.0		
			Street Light - Misc Problems	1	7.0		
			Street Light - On During Day	1	16.0		
			Street Light - Pole Problem	3	7.3		
		Street Lighting District			35	7.5	
	Department of Public Works			229	1.9		
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	2	0.5		
			OIC - Inter Municipal SR	7	1.0		
		Inter Municipal Affairs			9	0.9	
	Inter Municipal Affairs			9	0.9		
	Planning and Building Department	Building Department	Bldg - From Transfer	1	6.0		
		Building Department			1	6.0	
	Planning and Building Department			1	6.0		
	Project Independence	Project Independence		PI - Call Back Request	1	25.0	
				PI - Caregiver Support	1	8.0	
				PI - Flu Shot Registration	4	0	
				PI - Food and Hunger	1	0	
				PI - Health and Mental Health	2	1.0	
				PI - Household Maintenance	3	4.7	
				PI - Membership Registration	6	0	
				PI - Miscellaneous	6	0	
				PI - NORC SR	2	0	
				PI - Program Registration	1	5.0	
				PI - Taxi Service	41	0	
				PI - Taxi Service Cancellation	3	0	
				PI - Taxi Service Complaint	1	3.0	
				PI - Transportation/Mobility Mgmt Info	3	0	
				Project Independence			75
			Project Independence			75	0.8
		Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	1	0	
	Solid Waste Management			1	0		
	Sustainability Department		SWMA - Compost	1	10.0		
	Sustainability Department			1	10.0		
	Solid Waste Management			2	5.0		
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	35	0		
		311 Call Center			35	0	

# **Town of North Hempstead Service Requests via 311 - by Community**

November 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
NEW HYDE PARK	Supervisor's Office	Supervisor's Office	SupV - Airplane	1	0	
			SupV - Thank You from Constituent	2	0	
		Supervisor's Office		3	0	
	Supervisor's Office			38	0	
NEW HYDE PARK				364	1.5	
NEW HYPE PARK	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	0	
		Highway Department		1	0	
	Department of Public Works			1	0	
NEW HYPE PARK				1	0	
NEWHYDEPARK	Department of Public Works	Highway Department	Hwy - Tree Trimming / Removal Inspection	1	0	
		Highway Department		1	0	
	Department of Public Works			1	0	
NEWHYDEPARK				1	0	
NEY HYDE PARK	Department of Public Works	Highway Department	Hwy - Tree Fallen - Emergency	1	0	
		Highway Department		1	0	
	Department of Public Works			1	0	
NEY HYDE PARK				1	0	
NHP	Department of Public Works	Highway Department	Hwy - Tree Branch / Debris Pickup	1	0	
		Highway Department		1	0	
	Department of Public Works			1	0	
	Project Independence	Project Independence	PI - Health and Mental Health	1	0	
		Project Independence		1	0	
	Project Independence			1	0	
NHP				2	0	
NO NEW HYDE PARK	Department of Public Works	Highway Department	Hwy - Catch Basin	2	0	
			Hwy - Miscellaneous	2	0	
			Hwy - Pothole	1	6.0	
			Hwy - Street Sign - Repair / Replace	1	0	
			Hwy - Tree Branch / Debris Pickup	13	0	
			Hwy - Tree Fallen - Emergency	12	1.1	
			Hwy - Tree Trimming / Removal Inspection	7	0	
		Highway Department		38	0.5	
		Street Lighting District	Street Light - Fixture Problem	2	1.0	
			Street Light - Light Out (Single)	4	18.0	
			Street Light - On During Day	1	24.0	
		Street Lighting District		7	14.0	
		Department of Public Works			45	2.6
		Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0
			Inter Municipal Affairs		1	0
	Inter Municipal Affairs			1	0	

# **Town of North Hempstead Service Requests via 311 - by Community**

November 2012

City	Department Description	Group Description	Type Description	Count	Response Days
NO NEW HYDE PARK	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	1	0
		<b>311 Call Center</b>		<b>1</b>	<b>0</b>
	<b>Supervisor's Office</b>			<b>1</b>	<b>0</b>
	<b>NO NEW HYDE PARK</b>			<b>47</b>	<b>2.5</b>
NORRTH NEW HYDE PARK	Department of Public Works	Highway Department	Hwy - Tree Branch / Debris Pickup	1	13.0
		<b>Highway Department</b>		<b>1</b>	<b>13.0</b>
	<b>Department of Public Works</b>			<b>1</b>	<b>13.0</b>
	<b>NORRTH NEW HYDE PARK</b>			<b>1</b>	<b>13.0</b>
NORT HILLS	Project Independence	Project Independence	PI - Program Registration	1	0
		<b>Project Independence</b>		<b>1</b>	<b>0</b>
	<b>Project Independence</b>			<b>1</b>	<b>0</b>
	<b>NORT HILLS</b>			<b>1</b>	<b>0</b>
NORTH HILLS	Department of Public Works	Highway Department	Hwy - Tree Branch / Debris Pickup	1	0
			Hwy - Tree Fallen - Emergency	1	2.0
		<b>Highway Department</b>		<b>2</b>	<b>1.0</b>
		<b>Department of Public Works</b>		<b>2</b>	<b>1.0</b>
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	2	0.5
		<b>Inter Municipal Affairs</b>		<b>2</b>	<b>0.5</b>
	<b>Inter Municipal Affairs</b>			<b>2</b>	<b>0.5</b>
	Project Independence	Project Independence	PI - Membership Registration	1	0
			PI - Taxi Service	52	0.1
			PI - Taxi Service Cancellation	3	0
		<b>Project Independence</b>		<b>56</b>	<b>0.1</b>
	<b>Project Independence</b>			<b>56</b>	<b>0.1</b>
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	2	0
		<b>311 Call Center</b>		<b>2</b>	<b>0</b>
	<b>Supervisor's Office</b>			<b>2</b>	<b>0</b>
	<b>NORTH HILLS</b>			<b>62</b>	<b>0.1</b>
NORTH NEW HYDE PARK	Community Services	Community Services	CommSvc - Bus Pickup Cancel	3	0
		<b>Community Services</b>		<b>3</b>	<b>0</b>
	<b>Community Services</b>			<b>3</b>	<b>0</b>
	Department of Public Safety	Animal Shelter	Animal Sh - Dog Defecation	1	28.0
			Animal Sh - Lost Animal	1	0
		<b>Animal Shelter</b>		<b>2</b>	<b>14.0</b>
		Code Enforcement	Code - Commercial Vehicle stored on Residential Property	1	12.0
			Code - Court	1	0
			Code - Miscellaneous	4	3.0
			Code - Noise	1	1.0
			Code - Overgrown Vegetation	1	2.0

# Town of North Hempstead Service Requests via 311 - by Community

November 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
NORTH NEW HYDE PARK	Department of Public Safety	Code Enforcement	Code - Property Maintenance	3	3.7	
			Code - Snow/Ice Removal	1	4.0	
		Code Enforcement			12	3.5
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	7.0	
		Parking Enforcement			1	7.0
	Department of Public Safety			15	5.1	
	Department of Public Works	Highway Department	Hwy - Catch Basin	2	0	
			Hwy - Complaint - Highway Employee / Vehicle	4	4.5	
			Hwy - Curb Repair	5	0	
			Hwy - Dead End Guard Rail	1	0	
			Hwy - Miscellaneous	1	1.0	
			Hwy - Snow and Ice Control	4	0.2	
			Hwy - Street Drainage / Flooding	2	1.0	
			Hwy - Street Sweeping / Cleaning	2	0.5	
			Hwy - Tree Branch / Debris Pickup	144	0.6	
			Hwy - Tree Fallen - Emergency	171	1.0	
			Hwy - Tree Planting	2	0	
			Hwy - Tree Stump Removal	4	0	
			Hwy - Tree Trimming / Removal Inspection	124	0.5	
			Highway Department			466
		Street Lighting District	Street Light - Cable Break	2	0	
			Street Light - Cycles On / Off	4	13.0	
			Street Light - Fixture Problem	5	7.6	
			Street Light - Light Out (Single)	26	8.7	
			Street Light - Lights Out (Multiple)	24	4.4	
			Street Light - Mark Out	10	18.5	
			Street Light - Misc Problems	1	25.0	
			Street Light - On During Day	3	16.3	
			Street Light - Pole Problem	5	16.6	
		Street Lighting District			80	9.5
		Department of Public Works			546	2.0
		Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	21.0
				OIC - Inter Municipal SR	2	1.0
	Inter Municipal Affairs			3	7.7	
	Inter Municipal Affairs			3	7.7	
	Planning and Building Department	Building Department	Bldg - Application Status	2	1.5	
			Bldg - Illegal Housing	2	0	
			Bldg - Suspect Work Without a Permit	2	14.0	
		Building Department			6	5.2

# Town of North Hempstead Service Requests via 311 - by Community

November 2012

City	Department Description	Group Description	Type Description	Count	Response Days
NORTH NEW HYDE PARK	Planning and Building Department	Planning Department	Planning - Questions needing Answers	1	0
		Planning Department		1	0
	Planning and Building Department			7	4.4
	Project Independence	Project Independence	PI - Call Back Request	2	0
			PI - Flu Shot Registration	5	0
			PI - Food and Hunger	1	0
			PI - Health and Mental Health	5	1.4
			PI - Membership Registration	11	0
			PI - Miscellaneous	4	13.5
			PI - NORC SR	11	0
			PI - Program Registration	5	1.4
			PI - Taxi Service	58	0.0
			PI - Taxi Service Cancellation	6	0
			PI - Taxi Service Complaint	1	3.0
			PI - Transportation/Mobility Mgmt Info	1	0
			Project Independence		110
	Project Independence			110	0.7
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	1	0
			SWMA - Garbage Not Picked Up	5	0
		Solid Waste Management		6	0
	Solid Waste Management			6	0
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	79	0
		311 Call Center		79	0
		Supervisor's Office	SupV - Complaint - Other Employee	1	1.0
			SupV - Thank You from Constituent	3	0
		Supervisor's Office		4	0.2
	Supervisor's Office			83	0.0
NORTH NEW HYDE PARK				773	1.7
NORTH PLANDOME HEIGHTS	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	1	0
		311 Call Center		1	0
	Supervisor's Office			1	0
NORTH PLANDOME HEIGHTS				1	0
OCEANSIDE	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	1.0
		Animal Shelter		1	1.0
	Department of Public Safety			1	1.0
OCEANSIDE				1	1.0
OLD WESTBURY	Department of Public Works	Highway Department	Hwy - Tree Branch / Debris Pickup	1	0
			Hwy - Tree Fallen - Emergency	1	0
		Highway Department		2	0
	Department of Public Works			2	0

# Town of North Hempstead Service Requests via 311 - by Community

November 2012

City	Department Description	Group Description	Type Description	Count	Response Days
OLD WESTBURY	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	3	2.0
		Inter Municipal Affairs		3	2.0
	Inter Municipal Affairs			3	2.0
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	5	0
		311 Call Center		5	0
	Supervisor's Office			5	0
OLD WESTBURY				10	0.6
PLANDOME	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	3	2.0
		Inter Municipal Affairs		3	2.0
	Inter Municipal Affairs			3	2.0
	Project Independence	Project Independence	PI - Health and Mental Health	1	0
			PI - Household Maintenance	1	0
		Project Independence		2	0
	Project Independence			2	0
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	3	0
		311 Call Center		3	0
Supervisor's Office			3	0	
PLANDOME				8	0.8
PLANDOME HEIGHTS	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	3	0
		311 Call Center		3	0
	Supervisor's Office			3	0
PLANDOME HEIGHTS				4	0
PLANDOME MANOR	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	2	3.5
		Inter Municipal Affairs		2	3.5
	Inter Municipal Affairs			2	3.5
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	1	0
		311 Call Center		1	0
Supervisor's Office			1	0	
PLANDOME MANOR				3	2.3
PORT WASAHINGTON	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
PORT WASAHINGTON				1	0
PORT WASHINGTON	Adminstrative Services	Adminstrative Services	Adm Svc - Green Team	1	25.0
			Adm Svc - PW Parking - Broken Meter	1	0
		Adminstrative Services		2	12.5
	Adminstrative Services			2	12.5



# Town of North Hempstead Service Requests via 311 - by Community

November 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
PORT WASHINGTON	Community Services	Community Services	CommSvc - Bus Pickup Schedule	4	4.5	
			CommSvc - Misc SR	1	7.0	
		Community Services			5	5.0
		Community Services			5	5.0
	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	2	1.0	
			Animal Sh - Lost Animal	2	2.0	
			Animal Sh - Misc	1	0	
		Animal Shelter			5	1.2
		Cat Shelter	Cat Shelter - Feral Cats	1	2.0	
		Cat Shelter			1	2.0
		Code Enforcement	Code - Court	1	0	
			Code - Dumpster	1	0	
			Code - From Transfer	1	0	
			Code - Garbage	1	40.0	
			Code - Handicap Parking	1	24.0	
			Code - Leaves Accumulation	1	0	
			Code - Licensing	1	0	
			Code - Miscellaneous	1	45.0	
			Code - Noise	1	12.0	
			Code - Property Maintenance	7	5.0	
			Code - Unlawful Property Use	1	5.0	
			Code - Water Flow / Accumulation	2	33.0	
			Code Enforcement			19
		Parking Enforcement	Prkg Enfrc - From Transfer	1	4.0	
			Prkg Enfrc - Parking Violations Complaint	1	8.0	
		Parking Enforcement			2	6.0
	Department of Public Safety			27	9.1	
	Department of Public Works	Highway Department	Hwy - Catch Basin	3	1.0	
			Hwy - Complaint - Highway Employee / Vehicle	1	0	
			Hwy - Curb Repair	3	0	
			Hwy - From Transfer	2	2.0	
			Hwy - Manhole Repair	1	3.0	
			Hwy - Miscellaneous	6	1.2	
			Hwy - Pothole	4	3.0	
			Hwy - Snow and Ice Control	1	1.0	
			Hwy - Street Sign - New Request	2	1.0	
			Hwy - Street Sign - Repair / Replace	12	0	
			Hwy - Street Sweeping / Cleaning	1	0	
			Hwy - Tree Branch / Debris Pickup	78	2.6	
			Hwy - Tree Fallen - Emergency	81	23.3	

# Town of North Hempstead Service Requests via 311 - by Community

November 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
PORT WASHINGTON	Department of Public Works	Highway Department	Hwy - Tree Stump Removal	11	8.7	
			Hwy - Tree Trimming / Removal Inspection	45	0.7	
		Highway Department			251	9.0
		Street Lighting District	Street Light - Cycles On / Off	1	7.0	
			Street Light - Fixture Problem	4	13.2	
			Street Light - Light Out (Single)	20	15.3	
			Street Light - Lights Out (Multiple)	10	8.9	
			Street Light - Mark Out	8	11.5	
			Street Light - On During Day	1	26.0	
			Street Light - Pole Problem	4	15.8	
			Street Lighting District			48
		Department of Public Works			299	9.7
		Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	35.0
	OIC - Inter Municipal SR			11	1.7	
	Inter Municipal Affairs			12	4.5	
	Inter Municipal Affairs			12	4.5	
	Planning and Building Department	Building Department	Bldg - Application Status	2	0	
			Bldg - Construction Complaint	1	7.0	
			Bldg - Illegal Housing	4	1.2	
			Bldg - Inspection Request	1	19.0	
			Bldg - Retaining Wall	2	27.0	
			Bldg - Suspect Work Without a Permit	3	18.0	
		Building Department			13	10.7
	Planning and Building Department			13	10.7	
	Project Independence	Project Independence	PI - Call Back Request	2	0	
			PI - Financial Assistance	1	6.0	
			PI - Flu Shot Registration	9	0	
			PI - Food and Hunger	1	25.0	
			PI - Health and Mental Health	38	2.0	
			PI - Household Maintenance	1	1.0	
			PI - Membership Registration	11	0	
			PI - Miscellaneous	17	4.2	
			PI - No Heat emergency (Excl HA)	1	0	
			PI - Taxi Service	114	0	
			PI - Taxi Service Cancellation	7	0	
			PI - Taxi Service Complaint	1	1.0	
			PI - Transportation/Mobility Mgmt Info	4	1.2	
			Project Independence			207
		Project Independence			207	0.9

# Town of North Hempstead Service Requests via 311 - by Community

November 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
PORT WASHINGTON	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	2	0.5	
			SWMA - Garbage Not Picked Up	4	1.0	
		Solid Waste Management			6	0.8
	Solid Waste Management			6	0.8	
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	78	0	
		311 Call Center		78	0	
		Supervisor's Office	SupV - Airplane	6	0	
			SupV - Thank You from Constituent	3	0	
		Supervisor's Office			9	0
	Supervisor's Office			87	0	
PORT WASHINGTON				658	5.4	
PORT WASHINGTON	Department of Public Works	Street Lighting District	Street Light - Light Out (Single)	1	0	
		Street Lighting District		1	0	
		Department of Public Works		1	0	
PORT WASHINGTON				1	0	
PORT WASHINGTON NO	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	0	
		Inter Municipal Affairs		1	0	
		Inter Municipal Affairs		1	0	
PORT WASHINGTON NO				1	0	
PORT WASHINGTON NORTH	Department of Public Works	Highway Department	Hwy - Tree Branch / Debris Pickup	1	0	
			Hwy - Tree Fallen - Emergency	2	0.5	
		Highway Department			3	0.3
		Street Lighting District	Street Light - Fixture Problem	1	0	
		Street Lighting District		1	0	
		Department of Public Works			4	0.2
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	2	0.5	
		Inter Municipal Affairs		2	0.5	
	Inter Municipal Affairs			2	0.5	
	Project Independence	Project Independence	PI - Flu Shot Registration	2	0	
			PI - Health and Mental Health	2	0	
			PI - Membership Registration	2	0	
			PI - Program Registration	1	25.0	
			PI - Taxi Service	13	0	
		Project Independence		20	1.2	
	Project Independence			20	1.2	
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	4	0	
		311 Call Center		4	0	
		Supervisor's Office			4	0
PORT WASHINGTON NORTH				30	0.9	

# Town of North Hempstead Service Requests via 311 - by Community

November 2012

City	Department Description	Group Description	Type Description	Count	Response Days
PORT WASHINTON	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	1.0
		<b>Inter Municipal Affairs</b>		<b>1</b>	<b>1.0</b>
		<b>Inter Municipal Affairs</b>		<b>1</b>	<b>1.0</b>
	<b>PORT WASHINTON</b>			<b>1</b>	<b>1.0</b>
PORT WSHINGTON	Project Independence	Project Independence	PI - Taxi Service	1	0
		<b>Project Independence</b>		<b>1</b>	<b>0</b>
		<b>Project Independence</b>		<b>1</b>	<b>0</b>
	<b>PORT WSHINGTON</b>			<b>1</b>	<b>0</b>
PORTWASHINGTON	Project Independence	Project Independence	PI - Taxi Service	1	0
			PI - Taxi Service Cancellation	1	0
		<b>Project Independence</b>		<b>2</b>	<b>0</b>
		<b>Project Independence</b>		<b>2</b>	<b>0</b>
	Supervisor's Office	Supervisor's Office	SupV - Thank You from Constituent	1	0
		<b>Supervisor's Office</b>		<b>1</b>	<b>0</b>
		<b>Supervisor's Office</b>		<b>1</b>	<b>0</b>
	<b>PORTWASHINGTON</b>			<b>3</b>	<b>0</b>
PPORT WASHINGTON NORTH	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	8.0
		<b>Street Lighting District</b>		<b>1</b>	<b>8.0</b>
		<b>Department of Public Works</b>		<b>1</b>	<b>8.0</b>
	<b>PPOINT WASHINGTON NORTH</b>			<b>1</b>	<b>8.0</b>
ROOSEVELT	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	1.0
		<b>Animal Shelter</b>		<b>1</b>	<b>1.0</b>
		<b>Department of Public Safety</b>		<b>1</b>	<b>1.0</b>
	<b>ROOSEVELT</b>			<b>1</b>	<b>1.0</b>
ROSLY HEIGHTS	Department of Public Works	Highway Department	Hwy - Tree Branch / Debris Pickup	1	2.0
		<b>Highway Department</b>		<b>1</b>	<b>2.0</b>
		<b>Department of Public Works</b>		<b>1</b>	<b>2.0</b>
	<b>ROSLY HEIGHTS</b>			<b>1</b>	<b>2.0</b>
ROSLYN	Department of Public Safety	Code Enforcement	Code - Noise	1	10.0
			Code - Property Maintenance	1	0
		<b>Code Enforcement</b>		<b>2</b>	<b>5.0</b>
		<b>Department of Public Safety</b>		<b>2</b>	<b>5.0</b>
		<b>Department of Public Safety</b>		<b>2</b>	<b>5.0</b>
	Department of Public Works	Highway Department	Hwy - Dead Animal Pickup	1	0
			Hwy - Snow and Ice Control	1	1.0
			Hwy - Street Sign - Repair / Replace	2	0
			Hwy - Tree Branch / Debris Pickup	4	0
			Hwy - Tree Fallen - Emergency	5	0.4
		<b>Highway Department</b>		<b>13</b>	<b>0.2</b>
		Street Lighting District	Street Light - Fixture Problem	1	0
			Street Light - Light Out (Single)	1	2.0
		<b>Street Lighting District</b>		<b>1</b>	<b>2.0</b>
		<b>Street Lighting District</b>		<b>1</b>	<b>2.0</b>

# Town of North Hempstead Service Requests via 311 - by Community

November 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
ROSLYN	Department of Public Works	Street Lighting District	Street Light - Lights Out (Multiple)	1	0	
			Street Light - Mark Out	1	17.0	
		Street Lighting District			4	4.8
		Department of Public Works			17	1.3
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	5	0.4	
		Inter Municipal Affairs			5	0.4
	Inter Municipal Affairs			5	0.4	
	Parks and Recreation Department	Parks and Recreation Department	Park - From Transfer	1	17.0	
		Parks and Recreation Department			1	17.0
	Parks and Recreation Department			1	17.0	
	Planning and Building Department	Building Department	Bldg - Suspect Work Without a Permit	1	7.0	
		Building Department			1	7.0
	Planning and Building Department			1	7.0	
	Project Independence	Project Independence	PI - Call Back Request	1	0	
			PI - Taxi Service	14	0	
			PI - Taxi Service Cancellation	3	0	
			PI - Transportation/Mobility Mgmt Info	2	0	
		Project Independence			20	0
		Project Independence			20	0
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	6	0	
		311 Call Center			6	0
	Supervisor's Office			6	0	
ROSLYN				52	1.1	
ROSLYN ESTATES	Department of Public Works	Highway Department	Hwy - Tree Fallen - Emergency	1	0	
		Highway Department			1	0
	Department of Public Works			1	0	
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	1	0	
		311 Call Center			1	0
	Supervisor's Office			1	0	
ROSLYN ESTATES				2	0	
ROSLYN HARBOR	Project Independence	Project Independence	PI - Health and Mental Health	1	22.0	
			PI - Taxi Service	1	0	
			PI - Transportation/Mobility Mgmt Info	2	0	
		Project Independence			4	5.5
	Project Independence			4	5.5	
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	3	0	
		311 Call Center			3	0
	Supervisor's Office			3	0	
ROSLYN HARBOR				7	3.1	

# **Town of North Hempstead Service Requests via 311 - by Community**

November 2012

City	Department Description	Group Description	Type Description	Count	Response Days
ROSLYN HEIGHT	Department of Public Works	Highway Department	Hwy - Miscellaneous	1	0
		Highway Department		1	0
		Department of Public Works		1	0
	Human Resources and Finance	Human Resources and Finance	HR - Worker's Compensation	1	2.0
		Human Resources and Finance		1	2.0
	Human Resources and Finance		1	2.0	
	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence		1	0	
ROSLYN HEIGHT				3	0.7
ROSLYN HEIGHTS	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	1	11.0
		Cat Shelter		1	11.0
		Code Enforcement	Code - Court	2	0
			Code - Fence	1	20.0
			Code - From Transfer	1	0
			Code - Miscellaneous	1	22.0
			Code - Property Maintenance	4	5.8
			Code - Tree Removal	3	6.7
			Code Enforcement		12
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	6.0
		Parking Enforcement		1	6.0
	Department of Public Safety		14	7.3	
	Department of Public Works	Highway Department	Hwy - Catch Basin	1	1.0
			Hwy - From Transfer	2	1.0
			Hwy - Miscellaneous	6	0.2
			Hwy - Pothole	2	3.5
			Hwy - Snow and Ice Control	4	0.2
			Hwy - Street Sign - Repair / Replace	7	8.4
			Hwy - Street Sweeping / Cleaning	2	1.5
			Hwy - Tree Branch / Debris Pickup	101	0.6
			Hwy - Tree Fallen - Emergency	99	2.3
			Hwy - Tree Stump Removal	13	0
			Hwy - Tree Trimming / Removal Inspection	48	0.0
			Highway Department		285
		Street Lighting District	Street Light - Cycles On / Off	2	12.5
			Street Light - Fixture Problem	4	6.0
			Street Light - Light Out (Single)	8	8.9
			Street Light - Lights Out (Multiple)	19	4.5
			Street Light - Mark Out	21	9.4

# Town of North Hempstead Service Requests via 311 - by Community

November 2012

City	Department Description	Group Description	Type Description	Count	Response Days
ROSLYN HEIGHTS	Department of Public Works	Street Lighting District	Street Light - Misc Problems	2	4.5
			Street Light - Pole Problem	5	10.2
		Street Lighting District		61	7.6
	Department of Public Works			346	2.4
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	1.0
			OIC - Inter Municipal SR	5	0.8
		Inter Municipal Affairs		6	0.8
	Inter Municipal Affairs			6	0.8
	Planning and Building Department	Building Department	Bldg - Housing Complaint	1	0
			Bldg - Illegal Housing	2	0
			Bldg - Inspection Request	1	1.0
			Bldg - Retaining Wall	2	0
		Building Department		6	0.2
	Planning and Building Department			6	0.2
	Project Independence	Project Independence	PI - Health and Mental Health	4	4.0
			PI - Household Maintenance	1	29.0
			PI - Membership Registration	1	0
			PI - Miscellaneous	2	0
			PI - No Heat emergency (Excl HA)	1	0
			PI - Program Registration	1	0
			PI - Taxi Service	27	0
		Project Independence		37	1.2
	Project Independence			37	1.2
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	5	0.2
		Solid Waste Management		5	0.2
	Solid Waste Management			5	0.2
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	44	0
		311 Call Center		44	0
		Supervisor's Office	SupV - Complaint - Other Employee	1	3.0
			SupV - Thank You from Constituent	1	0
		Supervisor's Office		2	1.5
	Supervisor's Office			46	0.1
ROSLYN HEIGHTS			460	2.1	
ROSLYN HEIGHTS	Department of Public Works	Highway Department	Hwy - Tree Fallen - Emergency	1	0
		Highway Department		1	0
	Department of Public Works			1	0
ROSLYN HEIGHTS			1	0	

# Town of North Hempstead Service Requests via 311 - by Community

November 2012

City	Department Description	Group Description	Type Description	Count	Response Days
ROSLYN HEIHGTS	Department of Public Works	Street Lighting District	Street Light - Cycles On / Off	1	25.0
		Street Lighting District		1	25.0
	Department of Public Works			1	25.0
	ROSLYN HEIHGTS			1	25.0
ROSYLN	Department of Public Works	Highway Department	Hwy - Tree Fallen - Emergency	1	0
		Highway Department		1	0
	Department of Public Works			1	0
	ROSYLN			1	0
RUSSELL GARDENS	Department of Public Works	Highway Department	Hwy - Tree Fallen - Emergency	1	0
		Highway Department		1	0
	Department of Public Works			1	0
	Project Independence	Project Independence	PI - Health and Mental Health	1	0
			PI - Taxi Service	3	0
		Project Independence		4	0
	Project Independence			4	0
	RUSSELL GARDENS			5	0
SADDLE ROCK	Department of Public Works	Highway Department	Hwy - Tree Branch / Debris Pickup	1	0
		Highway Department		1	0
	Department of Public Works			1	0
	Project Independence	Project Independence	PI - Miscellaneous	2	1.5
			PI - Taxi Service	2	0
		Project Independence		4	0.8
	Project Independence			4	0.8
	Solid Waste Management	Sustainability Department	SWMA - Long Island Green Homes	1	7.0
		Sustainability Department		1	7.0
	Solid Waste Management			1	7.0
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	2	0
		311 Call Center		2	0
	Supervisor's Office			2	0
SADDLE ROCK			8	1.2	
SANDS POINT	Project Independence	Project Independence	PI - Flu Shot Registration	1	0
			PI - Health and Mental Health	1	0
			PI - Taxi Service	2	0
			PI - Transportation/Mobility Mgmt Info	1	0
		Project Independence		5	0
	Project Independence			5	0



# Town of North Hempstead Service Requests via 311 - by Community

November 2012

City	Department Description	Group Description	Type Description	Count	Response Days
SANDS POINT	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	1	0
		<b>311 Call Center</b>		<b>1</b>	<b>0</b>
	<b>Supervisor's Office</b>			<b>1</b>	<b>0</b>
	<b>SANDS POINT</b>			<b>6</b>	<b>0</b>
SEARINGTOWN	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	2.0
		<b>Animal Shelter</b>		<b>1</b>	<b>2.0</b>
		Code Enforcement	Code - Miscellaneous	1	9.0
			Code - Property Maintenance	1	7.0
			Code - Snow/Ice Removal	1	3.0
		<b>Code Enforcement</b>		<b>3</b>	<b>6.3</b>
	<b>Department of Public Safety</b>			<b>4</b>	<b>5.2</b>
	Department of Public Works	Highway Department	Hwy - Catch Basin	1	1.0
			Hwy - Dead Animal Pickup	3	0
			Hwy - Miscellaneous	1	17.0
			Hwy - Snow and Ice Control	3	0.3
			Hwy - Street Drainage / Flooding	1	0
			Hwy - Street Sign - Repair / Replace	6	0
			Hwy - Street Sweeping / Cleaning	1	0
			Hwy - Tree Branch / Debris Pickup	22	0.9
			Hwy - Tree Fallen - Emergency	26	3.0
			Hwy - Tree Planting	2	0
			Hwy - Tree Stump Removal	2	0
			Hwy - Tree Trimming / Removal Inspection	9	0.2
		<b>Highway Department</b>		<b>77</b>	<b>1.5</b>
		Street Lighting District	Street Light - Fixture Problem	1	8.0
			Street Light - Light Out (Single)	18	9.9
			Street Light - Lights Out (Multiple)	7	4.4
			Street Light - Misc Problems	1	29.0
			Street Light - On During Day	3	20.0
		<b>Street Lighting District</b>		<b>30</b>	<b>10.2</b>
	<b>Department of Public Works</b>			<b>107</b>	<b>4.0</b>
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	4	1.0
		<b>Inter Municipal Affairs</b>		<b>4</b>	<b>1.0</b>
	<b>Inter Municipal Affairs</b>			<b>4</b>	<b>1.0</b>
	Project Independence	Project Independence	PI - Flu Shot Registration	1	0
			PI - Health and Mental Health	2	0
			PI - Household Maintenance	1	0
			PI - Membership Registration	1	0
			PI - Miscellaneous	7	4.9

# Town of North Hempstead Service Requests via 311 - by Community

November 2012

City	Department Description	Group Description	Type Description	Count	Response Days
SEARINGTOWN	Project Independence	Project Independence	PI - Taxi Service	8	0
			PI - Taxi Service Complaint	1	0
		Project Independence			21
	Project Independence			21	1.6
	Solid Waste Management	Sustainability Department	SWMA - Compost	1	3.0
		Sustainability Department			1
	Solid Waste Management			1	3.0
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	8	0
		311 Call Center			8
	Supervisor's Office			8	0
SEARINGTOWN				145	3.4
SOUTH STRATHMORE	Department of Public Works	Street Lighting District	Street Light - Lights Out (Multiple)	1	33.0
		Street Lighting District			1
	Department of Public Works			1	33.0
SOUTH STRATHMORE				1	33.0
THOMASTON	Department of Public Works	Highway Department	Hwy - Tree Branch / Debris Pickup	1	1.0
			Hwy - Tree Fallen - Emergency	1	0
		Highway Department			2
	Department of Public Works			2	0.5
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	3	0.3
		Inter Municipal Affairs			3
	Inter Municipal Affairs			3	0.3
	Project Independence	Project Independence	PI - Health and Mental Health	1	0
			PI - Membership Registration	1	0
			PI - Miscellaneous	1	0
			PI - Taxi Service	8	0.2
			PI - Taxi Service Cancellation	1	0
		Project Independence			12
	Project Independence			12	0.2
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	5	0
		311 Call Center			5
	Supervisor's Office			5	0
THOMASTON				22	0.2
UNIVERSITY GARDENS	Department of Public Safety	Code Enforcement	Code - Noise	1	18.0
			Code - Sidewalk Obstruction	1	9.0
		Code Enforcement			2
	Department of Public Safety			2	13.5
	Department of Public Works	Highway Department	Hwy - Complaint - Highway Employee / Vehicle	1	1.0
			Hwy - Street Sweeping / Cleaning	1	2.0
Hwy - Tree Branch / Debris Pickup			11	10.2	

# **Town of North Hempstead Service Requests via 311 - by Community**

November 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
UNIVERSITY GARDENS	Department of Public Works	Highway Department	Hwy - Tree Fallen - Emergency	12	14.7	
			Hwy - Tree Planting	1	0	
			Hwy - Tree Stump Removal	1	0	
			Hwy - Tree Trimming / Removal Inspection	10	0	
		Highway Department			37	7.9
		Street Lighting District	Street Light - Light Out (Single)	1	20.0	
			Street Light - Lights Out (Multiple)	4	8.8	
			Street Light - Mark Out	1	6.0	
			Street Light - Misc Problems	1	4.0	
			Street Light - Pole Problem	1	33.0	
		Street Lighting District			8	12.2
		Department of Public Works			45	8.6
		Planning and Building Department	Board of Zoning Appeals	BZA - Zoning Parcel	1	4.0
	Board of Zoning Appeals		1	4.0		
	Planning and Building Department			1	4.0	
	Project Independence	Project Independence	PI - Call Back Request	2	0.5	
			PI - Health and Mental Health	1	0	
			PI - Household Maintenance	1	0	
			PI - Miscellaneous	2	0	
			PI - Program Registration	1	1.0	
		Project Independence		7	0.3	
		Project Independence			7	0.3
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	9	0	
		311 Call Center		9	0	
	Supervisor's Office			9	0	
UNIVERSITY GARDENS				64	6.6	
WESBURY	Department of Public Works	Highway Department	Hwy - Tree Branch / Debris Pickup	1	0	
		Highway Department		1	0	
	Department of Public Works			1	0	
WESBURY				1	0	
WEST HEMPSTEAD	Project Independence	Project Independence	PI - Miscellaneous	1	2.0	
		Project Independence		1	2.0	
	Project Independence			1	2.0	
WEST HEMPSTEAD				1	2.0	
WESTBURY	Adminstrative Services	Adminstrative Services	Adm Svc - Green Team	1	0	
		Adminstrative Services		1	0	
	Adminstrative Services			1	0	
	Community Services	Community Services	CommSvc - Bus Pickup Cancel	2	3.5	
		Community Services		2	3.5	
	Community Services			2	3.5	
	Department of Public	Animal Shelter	Animal Sh - Found Animal	2	3.0	

# Town of North Hempstead Service Requests via 311 - by Community

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City	Department Description	Group Description	Type Description	Count	Response Days	
WESTBURY	Safety	Animal Shelter	Animal Sh - Lost Animal	3	1.7	
			Animal Sh - Menacing or Harrassing Dog	3	8.3	
			Animal Sh - Surrender a dog	1	0	
			Animal Sh - Unleashed - Stray Dog	2	11.0	
		Animal Shelter			11	5.3
		Code Enforcement	Code - Building Permit	1	0	
			Code - Court	3	0	
			Code - Miscellaneous	1	0	
			Code - No Plates / Inoperable Vehicle	2	0	
			Code - Tree Removal	1	7.0	
		Code Enforcement			8	0.9
		Parking Enforcement	Prkg Enfrc - Commercial Parking	1	10.0	
		Parking Enforcement			1	10.0
		Department of Public Safety			20	3.8
	Department of Public Works	Highway Department	Hwy - Miscellaneous	1	8.0	
			Hwy - Pothole	1	9.0	
			Hwy - Snow and Ice Control	1	0	
			Hwy - Street Sign - Repair / Replace	1	0	
			Hwy - Tree Branch / Debris Pickup	16	0.2	
			Hwy - Tree Fallen - Emergency	26	1.7	
			Hwy - Tree Stump Removal	2	0	
			Hwy - Tree Trimming / Removal Inspection	15	0.5	
		Highway Department			63	1.1
		Street Lighting District	Street Light - Fixture Problem	1	17.0	
			Street Light - Light Out (Single)	6	3.8	
			Street Light - Lights Out (Multiple)	3	0.3	
			Street Light - Mark Out	1	7.0	
			Street Light - Pole Problem	2	0	
		Street Lighting District			13	3.7
		Department of Public Works			76	1.6
		Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	2	10.5
	OIC - Inter Municipal SR			19	0.6	
	Inter Municipal Affairs			21	1.6	
	Inter Municipal Affairs			21	1.6	
	Planning and Building Department	Building Department	Bldg - Housing Complaint	1	8.0	
			Bldg - Illegal Housing	1	1.0	
		Building Department			2	4.5
	Planning and Building Department			2	4.5	
	Project Independence	Project Independence	PI - Call Back Request	1	0	
			PI - Financial Assistance	1	0	
			PI - Flu Shot Registration	1	0	

# Town of North Hempstead Service Requests via 311 - by Community

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City	Department Description	Group Description	Type Description	Count	Response Days
WESTBURY	Project Independence	Project Independence	PI - Health and Mental Health	6	0
			PI - Household Maintenance	3	11.0
			PI - Membership Registration	21	0
			PI - Miscellaneous	8	2.2
			PI - Program Registration	1	1.0
			PI - Taxi Service	28	0.0
			PI - Taxi Service Cancellation	2	0
			PI - Transportation/Mobility Mgmt Info	1	0
	Project Independence			73	0.7
	Project Independence			73	0.7
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	25	0
		311 Call Center		25	0
Supervisor's Office			25	0	
WESTBURY				220	1.3
WILLISTON PARK	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	1	4.0
		Animal Shelter		1	4.0
		Code Enforcement	Code - Garbage	1	0
		Code Enforcement		1	0
	Department of Public Safety			2	2.0
	Department of Public Works	Highway Department	Hwy - From Transfer	1	0
			Hwy - Tree Branch / Debris Pickup	6	0
			Hwy - Tree Fallen - Emergency	14	0.5
			Hwy - Tree Stump Removal	1	0
			Hwy - Tree Trimming / Removal Inspection	3	0
		Highway Department		25	0.3
		Street Lighting District	Street Light - Light Out (Single)	2	9.0
		Street Lighting District		2	9.0
	Department of Public Works			27	0.9
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	3	0.3
		Inter Municipal Affairs		3	0.3
	Inter Municipal Affairs			3	0.3
	Project Independence	Project Independence	PI - Call Back Request	3	1.7
			PI - Caregiver Support	1	0
			PI - Flu Shot Registration	1	0
			PI - Food and Hunger	1	0
			PI - Health and Mental Health	6	4.3
			PI - Household Maintenance	6	0.5
			PI - Membership Registration	5	0
			PI - Miscellaneous	3	0.7

# Town of North Hempstead Service Requests via 311 - by Community

November 2012

City	Department Description	Group Description	Type Description	Count	Response Days
WILLISTON PARK	Project Independence	Project Independence	PI - Taxi Service	27	0.1
			PI - Taxi Service Cancellation	1	0
		Project Independence			54
	Project Independence			54	0.7
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	10	0
		311 Call Center		10	0
		Supervisor's Office	SupV - Helicopter	1	0
		Supervisor's Office		1	0
	Supervisor's Office			11	0
	WILLISTON PARK			97	0.7
WILLISTONPARK	Department of Public Works	Highway Department	Hwy - Tree Fallen - Emergency	1	0
		Highway Department		1	0
	Department of Public Works			1	0
WILLISTONPARK			1	0	
WINCHESTER	Project Independence	Project Independence	PI - Miscellaneous	1	0
		Project Independence		1	0
	Project Independence			1	0
WINCHESTER			1	0	
albertson	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0
		Inter Municipal Affairs		1	0
	Inter Municipal Affairs			1	0
albertson			1	0	
carle place	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	2	0
		Highway Department		2	0
	Department of Public Works			2	0
carle place			2	0	
great neck	Department of Public Works	Highway Department	Hwy - Street Sign - New Request	1	0
			Hwy - Street Sign - Repair / Replace	2	0
			Hwy - Tree Fallen - Emergency	1	0
		Highway Department		4	0
	Department of Public Works			4	0
	Project Independence	Project Independence	PI - Miscellaneous	1	0
		Project Independence		1	0
	Project Independence			1	0
great neck			5	0	
great neck	Department of Public Works	Street Lighting District	Street Light - Lights Out (Multiple)	1	5.0
		Street Lighting District		1	5.0
	Department of Public Works			1	5.0
great neck			1	5.0	

# Town of North Hempstead Service Requests via 311 - by Community

November 2012

City	Department Description	Group Description	Type Description	Count	Response Days
herricks	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	0
		Highway Department		1	0
	Department of Public Works			1	0
herricks				1	0
levittown	Project Independence	Project Independence	PI - Call Back Request	1	0
		Project Independence		1	0
	Project Independence			1	0
levittown				1	0
manhasset	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	3	0
			Hwy - Tree Branch / Debris Pickup	1	0
		Highway Department		4	0
		Street Lighting District	Street Light - Lights Out (Multiple)	1	7.0
		Street Lighting District		1	7.0
	Department of Public Works			5	1.4
manhasset				5	1.4
mineola	Project Independence	Project Independence	PI - Health and Mental Health	1	7.0
		Project Independence		1	7.0
	Project Independence			1	7.0
mineola				1	7.0
new cassel	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	4	0
		Highway Department		4	0
	Department of Public Works			4	0
new cassel				4	0
port washington	Department of Public Works	Highway Department	Hwy - Catch Basin	1	1.0
			Hwy - Street Sign - Repair / Replace	1	0
			Hwy - Street Sweeping / Cleaning	1	1.0
			Hwy - Tree Branch / Debris Pickup	1	0
			Hwy - Tree Fallen - Emergency	2	22.5
	Highway Department		6	7.8	
	Department of Public Works			6	7.8
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0
		Inter Municipal Affairs		1	0
Inter Municipal Affairs			1	0	
port washington				7	6.7
roslyn	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	2	0
		Highway Department		2	0
	Department of Public Works			2	0
roslyn				2	0

# **Town of North Hempstead Service Requests via 311 - by Community**

November 2012

City	Department Description	Group Description	Type Description	Count	Response Days
roslyn heights	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	3	0
		Highway Department		3	0
	Department of Public Works			3	0
	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
roslyn heights				4	0
searingtown	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	0
		Highway Department		1	0
	Department of Public Works			1	0
searingtown				1	0
westbury	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	1	1.0
		Animal Shelter		1	1.0
	Department of Public Safety			1	1.0
westbury				1	1.0
	Community Services	Community Services	CommSvc - Bus Pickup Cancel	2	3.5
			CommSvc - Misc SR	1	1.0
		Community Services		3	2.7
	Community Services			3	2.7
	Department of Public Safety	Animal Shelter	Animal Sh - Call Back	1	3.0
			Animal Sh - Dog Adoption	12	0
		Animal Shelter		13	0.2
		Cat Shelter	Cat Shelter - Call Back	3	3.0
		Cat Shelter		3	3.0
		Code Enforcement	Code - Call Back Request	33	2.9
			Code - Property Violations Search	133	4.7
		Code Enforcement		166	4.3
		Parking Enforcement	Prkg Enfrc - Call Back Request	3	11.3
		Parking Enforcement		3	11.3
	Department of Public Safety			185	4.1
	Department of Public Works	Highway Department	Hwy - Call Back Request	25	10.0
			Hwy - Cemetery Maintenance	1	0
			Hwy - Informational	1	0
			Hwy - Miscellaneous	1	0
			Hwy - Permits / Road Opening Application Request	1	0
			Hwy - Street Sign - Repair / Replace	1	0
			Hwy - Street Sweeping / Cleaning	2	3.0
			Hwy - Sump	1	1.0
			Hwy - Tree Branch / Debris Pickup	16	2.1



# Town of North Hempstead Service Requests via 311 - by Community

November 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
	Department of Public Works	Highway Department	Hwy - Tree Fallen - Emergency	23	1.3	
			Hwy - Tree Trimming / Removal Inspection	2	0	
		Highway Department			74	4.4
		Street Lighting District	Street Light - Light Out (Single)	1	14.0	
			Street Light - Pole Problem	1	11.0	
		Street Lighting District			2	12.5
		Department of Public Works			76	4.6
	Human Resources and Finance	Human Resources and Finance	HR - Call Back Request	4	0	
			HR - Medical and Insurance Benefits	3	4.0	
		Human Resources and Finance			7	1.7
	Human Resources and Finance			7	1.7	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	3.0	
			OIC - Inter Municipal SR	2	0.5	
		Inter Municipal Affairs			3	1.3
		Inter Municipal Affairs			3	1.3
	Parks and Recreation Department	Parks and Recreation Department	Park - Disabled Youth Recreation Program	1	5.0	
			Park - Park Facilities Maintenance	12	2.3	
			Park - Park Permit Application Request	1	0	
		Parks and Recreation Department			14	2.4
	Parks and Recreation Department			14	2.4	
	Planning and Building Department	Board of Zoning Appeals	BZA - Questions needing Answers	3	6.0	
			Board of Zoning Appeals			3
		Building Department	Bldg - Call Back	13	9.3	
			Bldg - Certificate Status	1	0	
			Bldg - General Question Needs Answers	66	9.0	
			Bldg - Inspection Request	1	2.0	
			Bldg - Permit Question Needs Answers	6	19.0	
		Building Department			87	9.5
		Planning Department	Planning - Call Back Request	3	2.3	
		Planning Department			3	2.3
	Planning and Building Department			93	9.2	
	Project Independence	Project Independence	PI - Miscellaneous	2	0.5	
			PI - Taxi Service	8	0	
			PI - Taxi Service Cancellation	1	0	
		Project Independence			11	0.1
	Project Independence			11	0.1	
	Solid Waste Management	Solid Waste Management	SWMA - Call Back	6	0.7	
		Solid Waste Management			6	0.7

# Town of North Hempstead Service Requests via 311 - by Community

November 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
	Solid Waste Management	Sustainability Department	SWMA - Recycling / STOP Call Back	2	4.5	
		Sustainability Department		2	4.5	
	Solid Waste Management			8	1.6	
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	3	0	
			311 - SR Constituent Follow-up	132	0	
		311 Call Center		135	0	
		Supervisor's Office	SupV - Thank You from Constituent	1	0	
		Supervisor's Office		1	0	
	Supervisor's Office			136	0	
	Town Clerk	Town Clerk	Town Clerk - Birth Certificate	141	0	
			Town Clerk - Death Certificate	81	0	
			Town Clerk - Dog License	31	0	
			Town Clerk - Domestic Partnership	9	0	
			Town Clerk - Fishing License	1	0	
			Town Clerk - Hunting License	1	0	
			Town Clerk - Landscaping License	1	0	
			Town Clerk - Marriage Certificate	24	0	
			Town Clerk - Marriage License	57	0	
			Town Clerk - Miscellaneous	20	0	
			Town Clerk - Parking Restrictions Removal Request	4	0	
			Town Clerk - Secondhand Dealer License	1	0	
			Town Clerk - Solid Waste Management License	3	0	
			Town Clerk - Taxi and Limousine License	3	0	
			Town Clerk - Tow Truck License	4	0	
			Town Clerk - Underground Tank	1	0	
			Town Clerk - Waterways	1	0	
			Town Clerk		383	0
		Town Clerk			383	0
					919	2.2
	Summary			7,067	2.9	